Track Delivery of VA Prescriptions
User Guide

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General Information

The **Track Delivery** feature is designed to help you track the delivery of your VA prescription refills via My Health*e*Vet. It lets you view when your prescription was shipped by a VA Mail Order Pharmacy. The VA Mail Order Pharmacy is a service which dispenses and mails VA prescription refills to VA patients.

By using the feature, you can track any prescription refill sent from the VA Mail Order Pharmacy. This may include:

- VA medicine that was refilled or renewed
- Wound care supplies
- Diabetic supplies
- Other products/supplies processed by the VA Mail Order Pharmacy

There is no limit to the number of VA prescriptions you are able to track when they are sent through the VA Mail Order Pharmacy.

Some medicine may require close patient follow-up. These medicines are not sent through the VA Mail Order Pharmacy. As such, they are not able to be tracked. Most prescriptions, however, are handled by the VA Mail Order Pharmacy and can be tracked.

The **Track Delivery** feature is available a day or two *after* your prescription has been mailed from a VA Mail Order Pharmacy**.**

User Access Requirements

To use the **Track Delivery** feature, you need to have an Advanced or Premium My Health*e*Vet account. For more information about the different account types and the benefits they provide, visit My Health*e*Vet Account Types.

If you are enrolled in the VA Healthcare System, you may want to get a Premium account. This gives you full access to all the features My Health*e*Vet has to offer, including communicating with your VA health care team through **Secure Messaging**. To get a Premium account you will need to go through Authentication. VA verifies your identity with this one time process. This is done before allowing access to your VA health record. To learn more, go to: Upgrading your My Health*e*Vet account through In-Person or Online Authentication.

*My Health*e*Vet is a secure website. The VA follows strict security policies and practices to make sure that your personal health information is safe and protected.*

*Your VA health care team is not able to view any information in your My Health*e*Vet account. This includes **Track Delivery***.

Your VA Pharmacy team is able to track your prescription, but they use a different application to do this.

Important to Note: *You are responsible for protecting your personal information you print out or download. It is important to protect your information. Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information on a printer. Do not save your downloaded information to a public computer. When using a public computer, save your information to a CD and/or thumb drive. Remember to take the CD or thumb drive with you when you finish. You should never send an email that contains personal information.*

GETTING STARTED

How to Track Delivery of VA Prescription Refills

This section describes how to **Track Delivery of VA Prescriptions** online. Following are step-by-step instructions.

STEP 1: To access **Track Delivery**, type **http://www.myhealth.va.gov** into your browser to display the My Health*e*Vet entry page as shown below. Click on the **Go to My Health*e*Vet Enter Here** button:

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STEP 2: The My Health*e*Vet home page displays as shown below. Enter your My Health*e*Vet **User ID** and **Password** in the Member Login box and then click the **Login** button.

NOTE: A convenient way to access your My Health*e*Vet account is using your Premium DS Logon. This single sign on process may be done through [AccessVA](#) or [eBenefits](#) websites.

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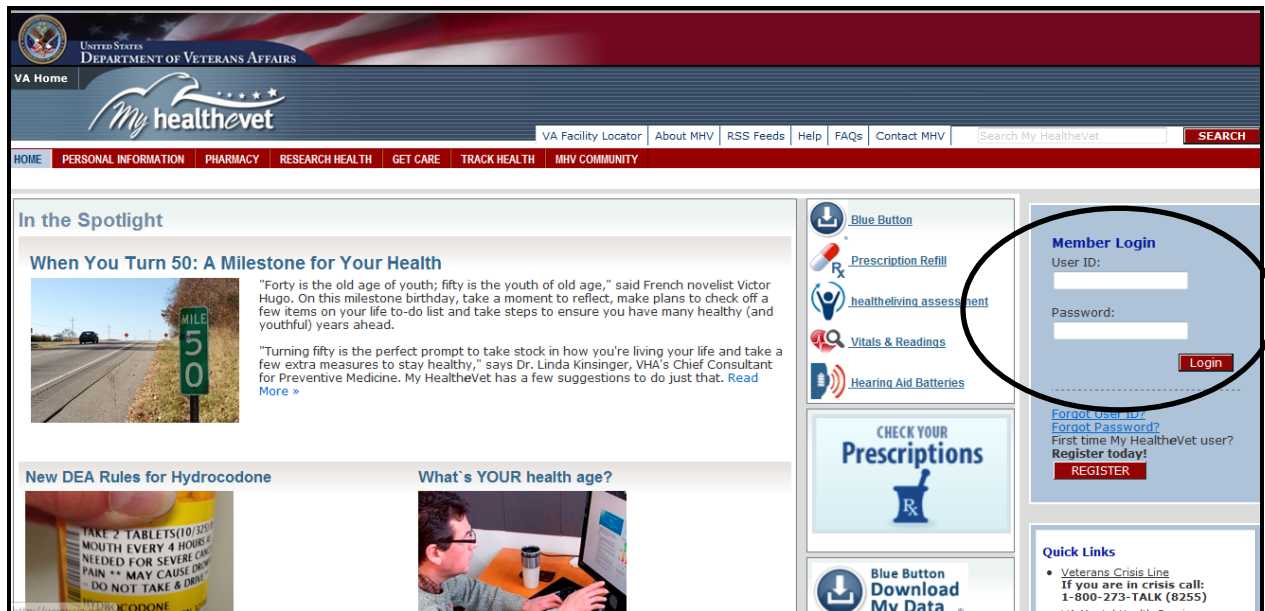
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STEP 3: Select the **Pharmacy** tab as shown in the illustration below:

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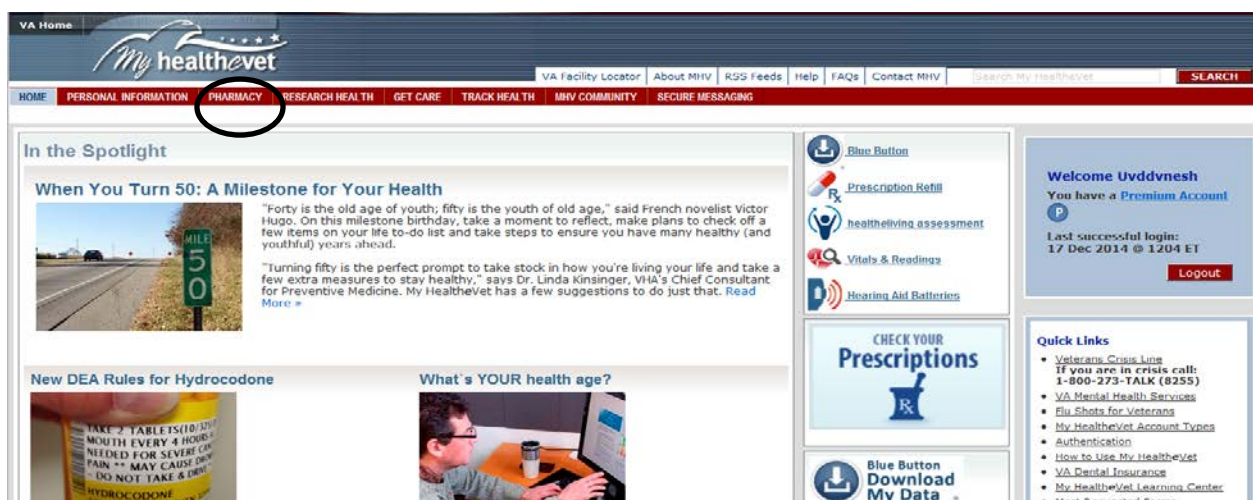
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STEP 4: The system displays the **Pharmacy** page. Select the **Prescription Track Delivery** icon/image:

The **View Prescription Tracking Information** page appears as shown below. If the VA Mail Order Pharmacy has sent you a prescription in the last 30 days, the Prescription Tracking column will display a red **Track Delivery** button on the same row as the mailed prescription. Selecting the **Track Delivery** button takes you to the **View Prescription Tracking Information Detail** page.

STEP 5: Select a prescription record to track from the table on the **View Prescription Tracking Information** page by clicking on the red **Track Delivery** button in the **Tracking** column:

The system displays the **View Prescription Tracking Information Detail** page. You can click on the **View Image** hyperlink to display a picure of the medicine:

An image of the medicine appears as shown below. The image displayed is for identification purposes only and does not mean that it is the dose to be taken. If the medication image shown does not match what you are taking, please contact your VA Pharmacy. When done, click on the **Return to Prescription Information** button:

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STEP 6: For delivery information, select the **Carrier Tracking Number** hyperlink:

A **warning page** appears to inform you that you will be transferred to a non-VA website (United States Postal Service [USPS] or United Parcel Service [UPS]) to track your prescription delivery:

STEP 7: Select **Continue** to open the Delivery Service website in a new window or tab. Tracking information for the prescription you just selected is available on the Delivery Service website:

Or, select **Cancel** instead of **Continue**. You will be returned to the previous page.

To exit the Delivery Service website, close that window or tab. To return to the My Health*e*Vet website, go back to that window or tab.
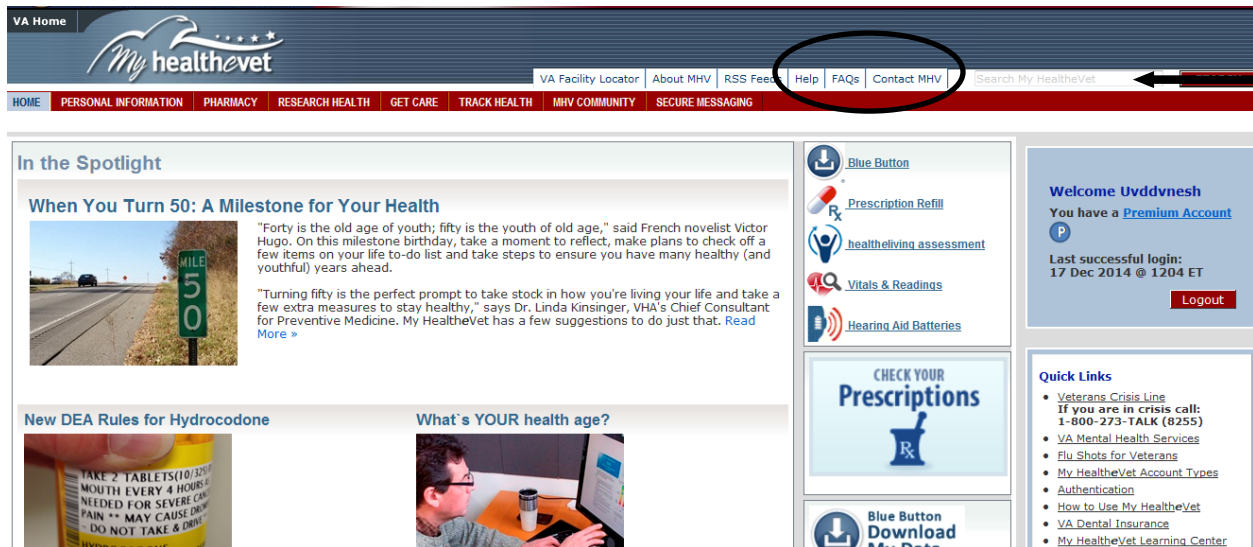
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Where to Find Help

Help, Frequently Asked Questions, and Contact MHV

For questions about your medications, please contact your pharmacy service or health care provider. For technical questions about My Health*e*Vet, use the support tabs on the white bar at the top of every page (see figure below).

a) Select **Help** to review additional resources on the **Track Delivery of VA Prescriptions** feature and on other My Health*e*Vet features.

b) Select **FAQs** to take you to **Frequently Asked Questions** for answers to common questions about using **Track Delivery of VA Prescriptions** and other My Health*e*Vet features..

c) Select **Contact MHV** to send a message to the My Health*e*Vet Help Desk.

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